



Welcome 2025

Arizona Priority Care has partnered with **eternalHealth™** to work with doctors in your network, coordinate care, and deliver high-quality healthcare services.

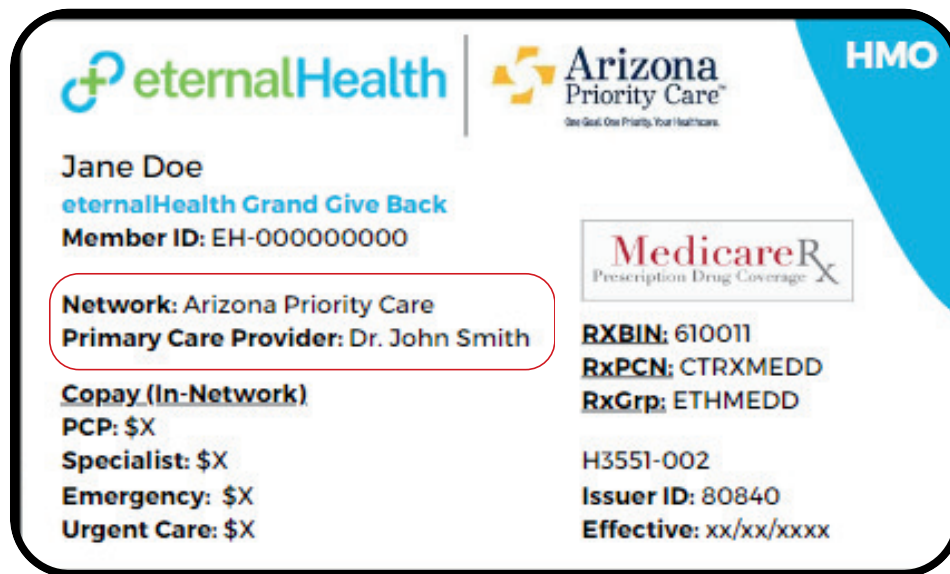


YOU'RE A MEMBER OF ARIZONA PRIORITY CARE!

Who is Arizona Priority Care?	Arizona Priority Care (AZPC) is a local healthcare group partnered with your health plan and doctor to ensure you receive the care you need.
How did I become a member of AZPC?	You became a member of AZPC when you joined eternalHealth Medicare Advantage and chose a Primary Care provider (PCP) that partners with us.
How does AZPC work with my doctor?	AZPC provides additional resources, such as in-home care, prescription assistance, and social support programs, that give your doctor more tools to deliver the best possible care.
What can AZPC do for me?	<p>We're here to support your healthcare journey with personalized clinical services and programs tailored to your needs.</p> <p>Need help with referrals, billing, claims, finding doctors in your network, or accessing our clinical programs? Our team is here for you!</p>

Please verify your PCP's name is listed on your ID card
and your Network says Arizona Priority Care.

Sample ID Card



CALL US FIRST!

We are here to make
things easier for you.

Need help with a claim, prior
authorization, or getting care?

We're local, know your
community, and can answer
questions about your health
plan, network of doctors,
billing, and more.

We're just a call away and
ready to assist!

Call us Monday - Friday 8 a.m. to 5 p.m.,
at 1-480-499-8750 (TTY: 711), or visit
www.azprioritycare.com

Directory

AZPC Customer Service 1-480-499-8750 (TTY:711) eternalHealth Member Services 1-800-680-4568 (TTY:711) <small>Oct 1 - Mar 31: 8am - 8pm local time, 7 days a week April 1 - Sep 30: 8am - 8pm local time, Monday - Friday</small>	AZPC	eternalHealth
Billing Questions	✓	
Prior Authorizations	✓	
Change of Address	✓	✓
Selecting a New PCP	✓	✓
Dental/Vision Benefits		✓
Request New ID Card		✓
Benefit Questions		✓
Find a Provider In Network	✓	

Our Programs



Telephonic Care

Whether you need some guidance or simply want someone to check in from time to time; our registered nurses can call you as frequently as needed to answer health questions, help you find doctors, and connect you with other resources. This program is designed to keep you informed and help you stay healthy and feel your best.



Palliative Care (extra support for long-term health issues)

This program aims to help relieve pain, symptoms, and stress from a serious illness. Its goal is to improve comfort and quality of life. This care is given by a team that works with your doctor(s) to provide extra support for you and your family.



Hospital Discharge Support

If you've been to the ER or hospital, we follow up when you get home. A nurse will check in with you, review your medications, help with discharge instructions, and ensure you have what you need to feel better and stay healthy.



Medication Optimization Programs

These programs help you stay on top of your health with real-time support for diabetes, heart, or lung conditions.

A Pharmacist helps manage your medications, ensuring they're effective, affordable, and easy to understand. They work with your Primary Care Provider and Specialists to support the treatment of your long-term health conditions.

Added Services:

- Real-time monitoring of blood pressure, blood sugar, and weight
- Medication adjustments to ensure effectiveness and affordability
- Ongoing education to help you manage your conditions and improve your health

Home Wellness

Our Home Wellness Program offers convenient, personalized support to enhance the care you already receive from your Primary Care Physician. We focus on prevention and a tailored approach to meet your needs.

Depending on your situation, visits may be led by Nurse Practitioners, Registered Nurses, Medical Assistants, or Social Workers, providing extra support for you and your caregivers. **Virtual visits are also available upon request.**

All visit results are reported back to your PCP and all of our services are at no cost to you!



Comprehensive in-home and social assessments

- 45 to 60 minutes of 1:1 time
- A complete physical exam
- Medication review
- Post-hospital checkups
- Scheduling assistance
- Medication organization
- Connections to social programs



Available Health Screenings

- Diabetic eye exam
- Diabetic lab work
- Bone density exams
- Ankle brachial index test (ABI)
- Spirometry

Earn a Gift Card for Your Visit!



GIFT CARD

Complete a convenient in-home appointment, and AZPC will thank you with a gift card to Walmart or Target.

Call to schedule

your appointment today!

Monday - Friday, 8 a.m. to 5 p.m.

1-480-499-8700 EXT.8156 or

Text IHA to 1-480-336-7750



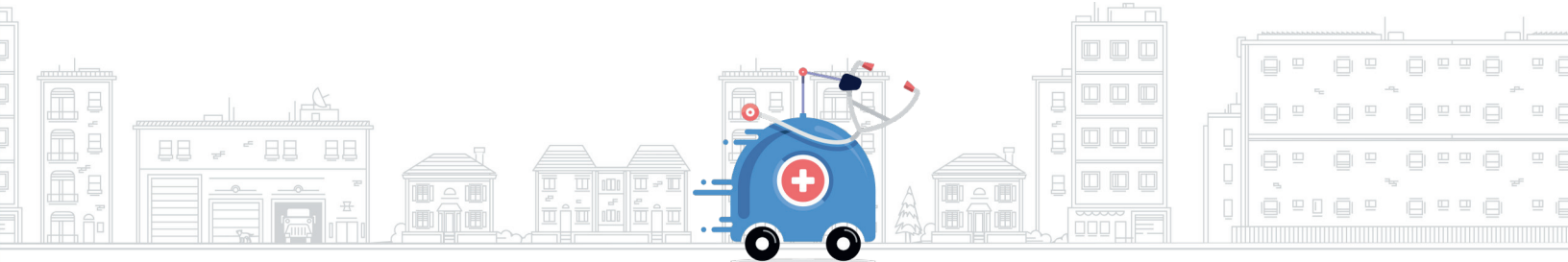
On-Demand Mobile Urgent Care

Dispatch Health offers on-demand urgent care in the comfort of your home, work, or place of need. Mobile medical teams arrive equipped with the latest technology and tools to treat minor to severe injuries and illnesses.

dispatch[®]
HEALTH

IN NETWORK WITH

 **Arizona**
Priority Care[™]
One Goal. One Priority. Your Healthcare.



IN-NETWORK WITH ARIZONA PRIORITY CARE

HOW DISPATCH HEALTH WORKS:



1.REQUEST CARE

Simply use our mobile app, website, or call us directly.



2.EXPLAIN YOUR SYMPTOMS

We will follow up with a phone call to better understand what's wrong and get you the right care.



3.RECEIVE CARE IN YOUR HOME

On average, our medical teams arrive within an hour.



4.REST EASY

We call in your prescriptions, update your doctor and handle your insurance, so you can focus on feeling better.

DISPATCH HEALTH CAN TREAT ANYTHING AN URGENT CARE FACILITY CAN, PLUS MORE. INCLUDING THE FOLLOWING:



COMMON AILMENTS

Fever, Cough, Cold, Flu, Urinary Tract Infection



EYE

Infection, Pinkeye, Styes



SKIN

Rash, Lesions, Lacerations



RESPIRATORY

Asthma, Bronchitis, Allergies



EAR, NOSE AND THROAT

Sore/Strep Throat, Ear & Sinus Infections, Nose bleeds



DIGESTIVE

Nausea, Vomiting, Diarrhea

GET THE APP:



ON-DEMAND HEALTHCARE 7 DAYS A WEEK 365 DAYS A YEAR

8AM-8PM

REQUEST CARE ONLINE AT [DISPATCHHEALTH.COM](https://dispatchhealth.com) OR 1-623-404-0201

NO MEMBERSHIPS NEEDED | ACCEPTED BY YOUR INSURANCE

Reach for the STARS



Every Year, Medicare evaluates plans based on a 5-Star rating system, 5 being the best.

The AZPC Stars Team provides services that will help you conveniently complete your healthcare screenings, allowing you to maintain your health. AZPC Stars connects with your Health Plan and Primary Care Provider to ensure you receive the care you need. This includes but is not limited to health screenings such as:



Breast Cancer Screenings



Colorectal Cancer Screenings



Diabetic (Retinal) Eye Exams



Diabetic Lab Services



Bone Density Scans



Flu Vaccines



Medication Management & Medication Reconciliation

We are here to help!

Our Stars Team will communicate with you throughout the year to help you complete the screenings you need. **For scheduling assistance** or if you have any questions, contact AZPC Monday-Friday from 8 a.m. to 5 p.m. at 1-480-499-8750 (TTY:711).



Take control of your Health – Review this Wellness Checklist before your visit to your doctor!
 Plan ahead for your annual wellness and physical exam. Write down your questions and be prepared to ask your doctor if it's time for any of the following screenings:

Action	How often	Appointment Date	Comments	To be completed in 2025
General Screenings				
Osteoporosis screening for women 65-75 years of age	Every two years		Ask if screening is appropriate for you	<input type="checkbox"/> Yes <input type="checkbox"/> No
Breast cancer screening for women 50-74 years of age	Every two years		Ask if screening is appropriate for you	<input type="checkbox"/> Yes <input type="checkbox"/> No
Colorectal cancer screening	Colonoscopy - Every 10 years Cologuard - Every 3 years Fecal immunochemical test (FIT) - Annually		Ask if screening is appropriate for you	<input type="checkbox"/> Yes <input type="checkbox"/> No
Discuss fall risk and prevention with your doctor	Annually			<input type="checkbox"/> Yes <input type="checkbox"/> No
Report any pain & issues with activities of daily living	Annually			<input type="checkbox"/> Yes <input type="checkbox"/> No
Discuss how to maintain/increase physical activity	Annually			<input type="checkbox"/> Yes <input type="checkbox"/> No
Discuss bladder control issues	Annually			<input type="checkbox"/> Yes <input type="checkbox"/> No
Influenza (flu) vaccine	Annually			<input type="checkbox"/> Yes <input type="checkbox"/> No
Screenings for Members with Diabetes / Hypertension / Cholesterol				
Eye (retinal) exam	Once a year			<input type="checkbox"/> Yes <input type="checkbox"/> No
Monitor for kidney disease (urine-albumin-creatinine ratio & eGFR)	Once a year			<input type="checkbox"/> Yes <input type="checkbox"/> No
Hemoglobin A1c test	Once a year or more frequent as needed			<input type="checkbox"/> Yes <input type="checkbox"/> No
Check for controlled blood pressure	Once a year or more frequent as needed			<input type="checkbox"/> Yes <input type="checkbox"/> No
Take a statin drug to manage cholesterol (members with diabetes & cardiovascular conditions)			Ask if screening is appropriate for you	<input type="checkbox"/> Yes <input type="checkbox"/> No
At every visit, review your current medication list to make sure you are taking as prescribed				

Compliance

Our Compliance Plan

As a network contracted with Medicare Advantage health plans, Arizona Priority Care is required to follow a Compliance Plan. The Compliance Plan is used by AZPC to find and stop potential violations to laws governing healthcare. This plan is available for your review on the AZPC website at: <https://azprioritycare.com/about-us/compliance/>

Affirmative Statement About Incentives

Utilization Management (UM) decision-making is based only on the appropriateness of care and services and the existence of eligible members' coverage.

In addition, AZPC does not reward practitioners or other individuals for issuing denials of coverage or services. Financial incentives for UM decision-makers do not encourage decisions that result in under-utilization.

Advance Directives

An Arizona Advance Directive lets an individual select a healthcare agent to make decisions on their behalf and make end-of-life treatment selections. The agent selected may be a spouse, family member, or close friend. The agent will have the right to make any medical decision that is aligned with the person's wishes.

For additional information and access to Advance Directive forms visit: <https://www.azag.gov/seniors/life-care-planning>

Our Quality Improvement Program

A Quality Improvement Program is used to monitor the quality of care and services you receive from your provider. We review this information so that we can improve the quality of care and services you receive.

The plan is available for your review on our website at www.azprioritycare.com/for-patients/medicare-advantage/



Scan to view our
Compliance Plan

Senior Social Club



Get Up, Get Out, Get Active

The Senior Social Club is a great way for our members to stay active and have fun! It's a wonderful opportunity to make new friends, get out of the house, and enjoy various activities.

[Come join the fun, we'd love to see you there!](#)

How Do I Join?

As a member of Arizona Priority Care, you are automatically enrolled in the social club. You are eligible to participate in any of our events.

What Does it Cost?

There is no cost to participate in the social club and most events are little to no cost to you.

How to Learn More About These Events?

We will send out invitations in the mail, post events on Facebook, and send out emails to members who sign up for our newsletter.

Types of Events:



Bingo



Movies



Casino Trips



Dancing



**Educational
Seminars**



Scan to go to
facebook



Scan here
to email us!



Visit our Events Page
for more AZPC events.

A Closing Note for Our Members



Dear Valued Member,

AZPC was founded with the mission to create a healthier Arizona by connecting members like you with high-quality, personalized healthcare services. We proudly collaborate with leading physicians and health plans to simplify the healthcare experience and provide the resources you need to thrive.

Your health is our priority. We encourage you to explore the programs and services outlined in this booklet—they've been thoughtfully designed with your well-being and comfort in mind. Should you ever have questions or need assistance, our team is just a phone call away at [1-480-499-8750](tel:1-480-499-8750).

Thank you for trusting us with your care. We look forward to supporting you on your health journey in 2025.

Warm regards,
The AZPC Team





One Goal. One Priority. Your Healthcare.

**Call AZPC to get information about our services and programs
Monday - Friday from 8 a.m. to 5 p.m. at 1-480-499-8700**

585 N. Juniper Dr. Ste. 150
Chandler, AZ 85226
www.azprioritycare.com

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eternalHealth is an HMO plan with a Medicare Contract for HMO, HMO-POS and PPO offerings. Enrollment in eternalHealth depends on contract renewal. To enroll in an eternalHealth plan you must meet certain eligibility requirements and reside in the plan's CMS-approved service area. Benefits and cost sharing may vary by plan. AZPC also contracts with other Medicare Advantage plans. Other providers are available in our network. eternalHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al 1-800-680-4568 (TTY 711).

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